



# **MHS Help Desk Overview for TRICARE Data Quality Course**

**August 12, 2008**

# Purpose

---

- Information briefing:
  - Provide overview of MHS Help Desk contract scope and current operation including:
    - MHS Tier support structure
    - MHS trouble ticket process
    - Performance metrics/call volume
  - “Partnering” in data quality efforts

# Contract Scope

---

- MHS Help Desk provides Tier I and II (*functional*) support (24 x 7 x 365) for 22 MHS systems/applications
  - CHCS, AHLTA, NMIS, CCQAS, EAS IV, TOL, CCE, TPOCS, DMLSS, DOEHRs-HC/IH/DR, SNPMIS, TMIP, M2, MCFAS, DMHRs, MHS Learn, etc.
  - + 80 COTS products, devices, interfaces, Service legacies (GEMS, TEWLS)
  - Future: Essentris (CIS), ICDB, CUD, PMITS
- If call does not involve supported application, user helped to “best of our ability”
  - Broken EUD - trouble ticket passed to maintenance vendor/organization
  - B2B Gateway password reset - trouble ticket passed to DISA
  - TRICARE eligibility question - TOL caller referred to DMDC
  - Pharmacy Data Transaction Service (PDTs) - call passed to PDTs HD

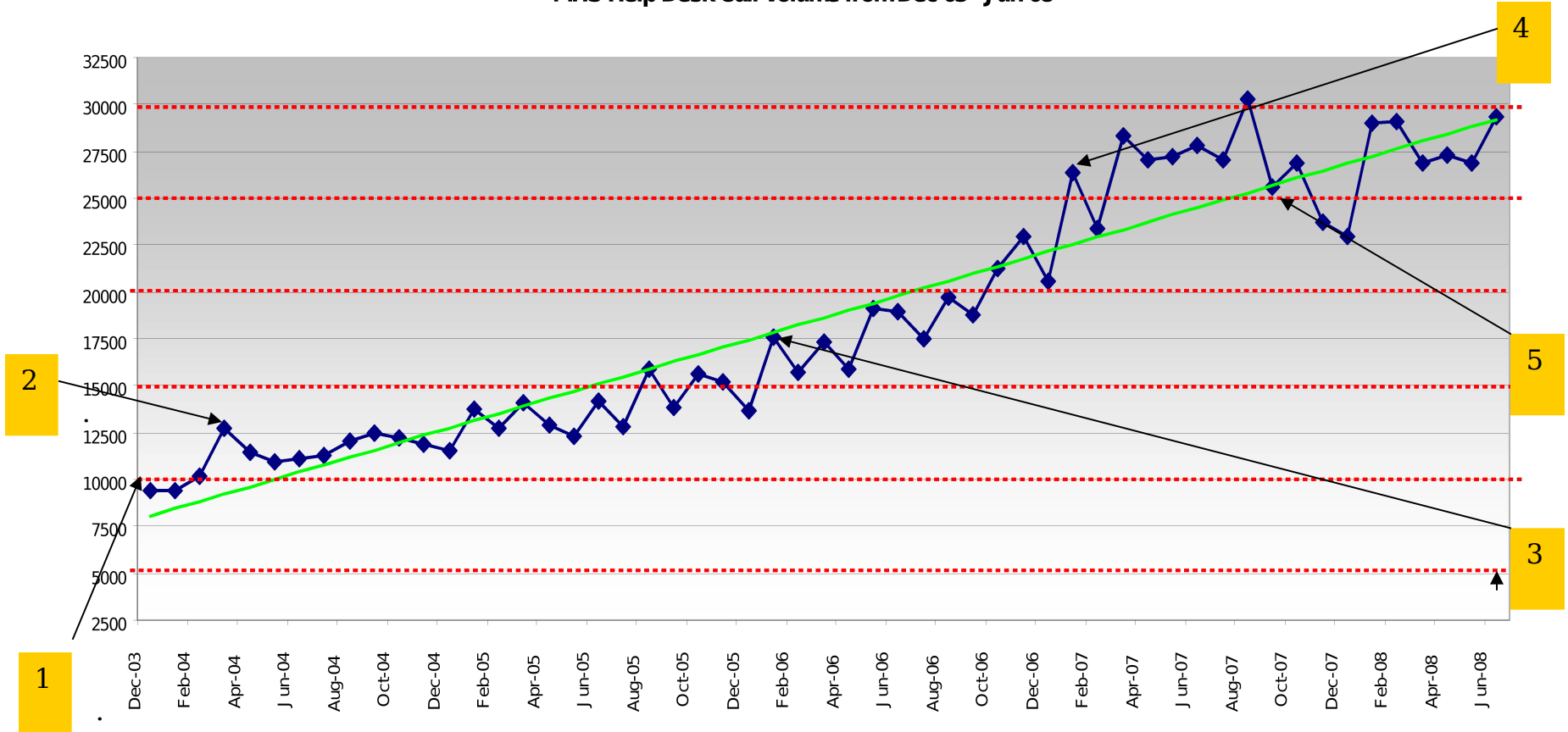
# Current Operation

---

- MHS users contact MHS Help Desk with all issues not resolved locally (i.e., at Tier 0 – MTF/site)
  - Issues normally linked to specific application
  - After triage, MHS HD resolves issue or escalates ticket
    - MHS Help Desk resolves 85% of all issues
    - Unresolved issues (15%) include both functional & technical problems
      - Functional issues are escalated to Tier III (software developer)
      - Technical issues emerge as subset of application problems; are forwarded to MHS Network Operations Center (NOC)/DISA
        - » Note: hardware issues often emerge from technical tickets
  - Current business volume (CY08 averages):
    - 28,084 calls/month (6% increase versus CY07)
    - 23,027 trouble tickets/month (8% increase over CY07)

# Call Volume

MHS Help Desk Call Volume from Dec 03 - Jun 08



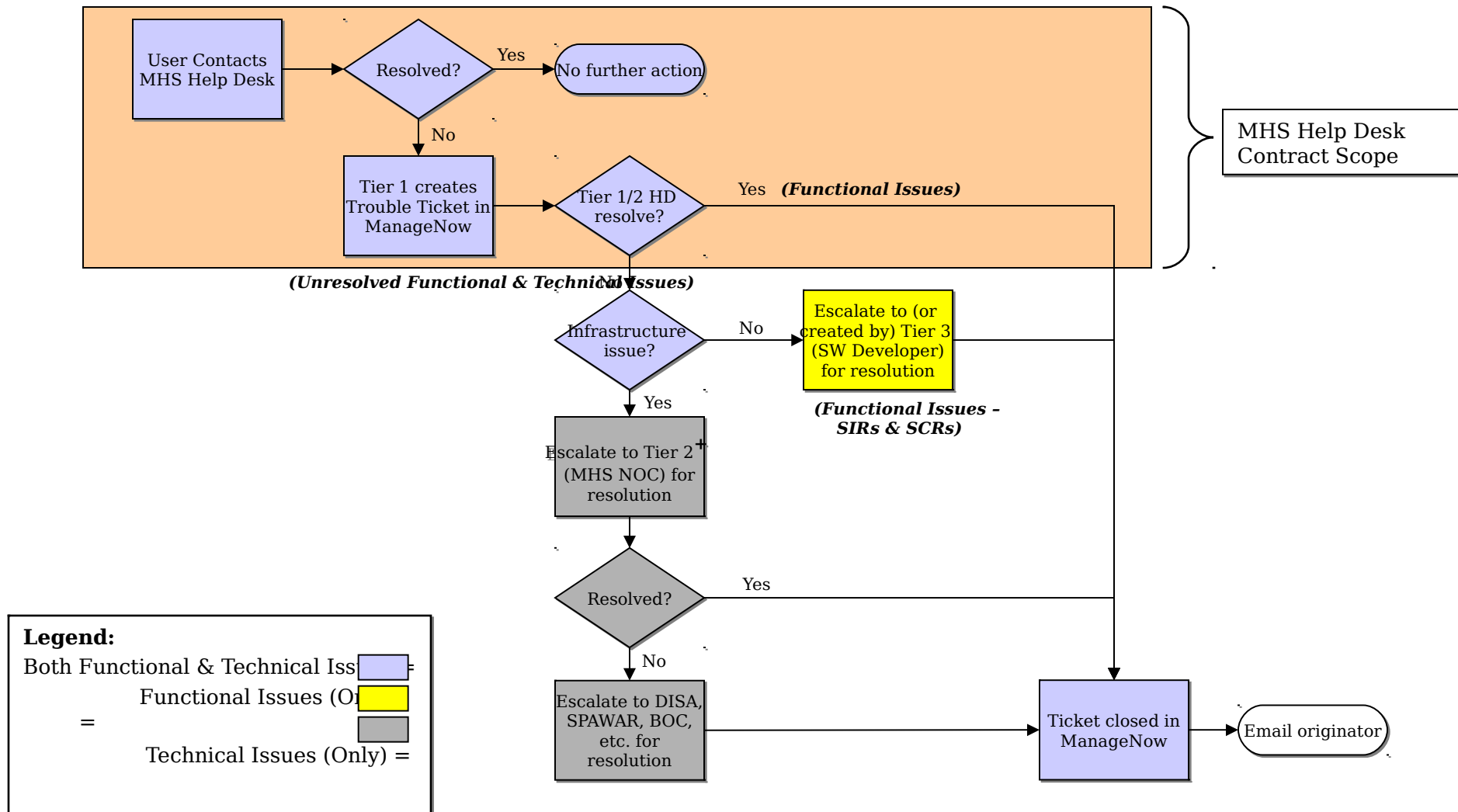
1. Oct 01-Nov 03 - Call volume remained in 5-10K call band.
2. Mar 04 - TOL start-up added 4000 calls per month.
3. Jan 06 - AHLTA Deployment, post-holiday influx and 2000 additional TOL calls.
4. Jan 07 - MHS mandatory HIPAA training commenced via MHS Learn.
5. Sep 07 - Less workdays in Sep than Aug and MHS Learn revised password reset protocol

# MHS Tier Support Structure

---

- Tier 0 – Site support
  - Systems/database administrator, local information management departments, or local help desk
- Tier I – MHS Help Desk
  - Log problem and create trouble ticket
  - Initial triage/document symptoms
- Tier II – MHS Help Desk
  - Resolve basic/functional issues (subject matter experts)
- Tier II+ – MHS Network Operations Center (NOC)
  - Address connectivity/infrastructure issues
- Tier III – Software developer or Defense Information Systems Agency (DISA)
  - Address most complex issues

# MHS Help Desk Process



# Trouble Ticket Closure

---

- MHS Help Desk (Tiers I & II)
  - Customer Service Representative (CSR) calls user to confirm issue resolution
  - Trouble ticket closed in ManageNow
    - Triggers E-Mail notification to originator with problem resolution
      - up to 250 characters
  - Customer Satisfaction Survey E-Mailed to ticket originator
- Tier II+ (MHS NOC) and Tier III (software developer/ DISA)
  - Trouble ticket closed in ManageNow
    - Triggers E-Mail notification to originator with problem resolution



# Incentivized Performance Metrics

## (Jul 07 - Jun 08)

| Criteria  | Acceptable Range      | July   | Aug    | Sep    | Oct    | Nov    | Dec    | Jan    | Feb    | Mar    | Apr    | May    | Jun    |
|---|-----------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Customer Satisfaction Survey Return Rate                        | 15 - 18%              | 24%    | 22%    | 22%    | 24%    | 22%    | 22%    | 23%    | 22%    | 20%    | 21%    | 19%    | 19%    |
| Customer Satisfaction   | 85 - 90%              | 97%    | 97%    | 97%    | 97%    | 97%    | 97%    | 97%    | 98%    | 98%    | 98%    | 98%    | 98%    |
| Call Abandoned Rate   | 3 - 5%                | 1%     | 1%     | 1%     | 1%     | 1%     | 1%     | 1%     | 1%     | 2%     | 1%     | 1%     | 1%     |
| Average Speed to Answer   | 20 - 30 seconds       | 20 sec | 22 sec | 22 sec | 20 sec | 22 sec | 15 sec | 25 sec | 26 sec | 29 sec | 19 sec | 11 sec | 12 sec |
| Problem Resolution Rate for High Priority problems/requests     | 90% within 90 mins    | 91%    | 97%    | 95%    | 96%    | 95%    | 97%    | 97%    | 94%    | 98%    | 99%    | 100%   | 96%    |
| Positive incentive rate 90% within 60 mins                      |                       | 84%    | 92%    | 91%    | 92%    | 93%    | 94%    | 91%    | 89%    | 96%    | 98%    | 100%   | 95%    |
| Problem Resolution Rate for Moderate Priority problems/requests | 90% within 6 hours    | 88%    | 85%    | 91%    | 95%    | 96%    | 94%    | 93%    | 95%    | 95%    | 96%    | 97%    | 98%    |
| Positive incentive rate 75% within 4 hours                      |                       | 86%    | 80%    | 79%    | 92%    | 94%    | 87%    | 87%    | 87%    | 92%    | 92%    | 94%    | 96%    |
| Problem Resolution Rate for Low Priority problems/requests      | 90% within 3 bus days | 95%    | 96%    | 93%    | 94%    | 96%    | 96%    | 97%    | 97%    | 97%    | 97%    | 98%    | 98%    |
| Positive incentive rate 50% within 2 bus days                   |                       | 92%    | 94%    | 91%    | 93%    | 94%    | 95%    | 96%    | 95%    | 96%    | 96%    | 97%    | 97%    |
| First Contact Resolution  | 64 - 80%              | 82%    | 84%    | 81%    | 82%    | 85%    | 79%    | 82%    | 84%    | 84%    | 82%    | 84%    | 82%    |
| Call Volume   |                       | 27.0 K | 30.4 K | 25.6 K | 26.8 K | 23.7 K | 22.9 K | 28.9 K | 29.1 K | 26.8 K | 27.3 K | 26.9 K | 29.3 K |

**Green = Positive**

**Yellow = Acceptable**  
**No payment**

**Red = Negative**

**White =**

# “Top 5” MHS Systems (Apr 08 - Jun 08)

|             |                       | Trouble Ticket Totals by System |              |              |              |             |             |              |
|-------------|-----------------------|---------------------------------|--------------|--------------|--------------|-------------|-------------|--------------|
| Total Calls | Total Tickets Created | Month                           | TOL          | DMHRSi       | AHLTA        | MHS LEARN   | CHCS        |              |
| 27319       | 22305                 | Apr-08                          | 5596         | 4210         | 4201         | 2439        | 2169        | <b>18615</b> |
| 26887       | 21802                 | May-08                          | 5304         | 4595         | 4015         | 2010        | 2357        | <b>18281</b> |
| 29343       | 23668                 | Jun-08                          | 5560         | 5798         | 4605         | 2242        | 1887        | <b>20092</b> |
|             |                       | Totals                          | <b>16460</b> | <b>14603</b> | <b>12821</b> | <b>6691</b> | <b>6413</b> |              |
|             |                       |                                 |              |              |              |             |             |              |
|             |                       | Month                           | TOL          | DMHRSi       | AHLTA        | MHS LEARN   | CHCS        |              |
|             |                       | Apr-08                          | 25%          | 19%          | 19%          | 11%         | 10%         | <b>83%</b>   |
|             |                       | May-08                          | 24%          | 21%          | 18%          | 9%          | 11%         | <b>84%</b>   |
|             |                       | Jun-08                          | 23%          | 24%          | 19%          | 9%          | 8%          |              |

Jun counts in comparison to previous 3 months: DMHRSi, AHLTA and CHCS increased from 12,497 (17%) and 12,719 (1%) and 6,377 (1%) respectively, while TOL and MHS LEARN decreased from 16,751 (2%), 7,153 (6%) respectively.

# “Partnering”

---

- MHS Help Desk supports the applications that code encounters, create third party bills and document MTF workload
  - TPOCS, CCE, ADM, CHCS, EAS IV, AHLTA, etc.
- We support TMA data quality improvement efforts
  - MHS Help Desk will assist in every way possible

---

# Backup Information

# Contact Information

---

- MHS Help Desk:
  - Telephone toll free (1-800-600-9332)(CONUS) or by using country access code (OCONUS)
  - Fax: (210) 767-0449
  - E-Mail: [Help@mhs-helpdesk.com](mailto:Help@mhs-helpdesk.com)
  - Via website (<http://www.mhs-helpdesk.com>)

# Acronym Definitions

---

- ADM – Ambulatory Data Module
- B2B – Business to Business
- CCE – Coding and Compliance Editor
- CCQAS – Centralized Credentials and Quality Assurance System
- CHCS – Composite Health Care System
- CIS – Clinical Information System
- CONUS – Continental United States
- CSR – Customer Service Representative
- CUD – Common User Database
- CY – Calendar Year
- DISA – Defense Information Systems Agency
- DMDC – Defense Manpower Data Center
- DMHRSi – Defense Medical Human Resources System *internet*
- DMLSS – Defense Medical Logistics Standard System
- DOEHRS-HC – Defense Occupational and Environmental Health Readiness System – Hearing Conservation
- DOEHRS-IH/DR – DOEHRS – Industrial Hygiene/Data Repository
- EAS IV – Expense Assignment System IV
- EUD – End User Device
- GEMS – Global Expeditionary Medical System
- HD – Help Desk
- ICDB – Integrated Clinical Database
- M2 – MHS Management Analysis and Reporting Tool
- MCFAS – Managed Care Forecasting and Analysis System
- MHS – Military Health System
- MHS NOC – MHS Network Operations Center
- MTF – Military Treatment Facility
- NMIS – Nutritional Management Information System
- OCONUS – Outside Continental United States
- PDTS – Pharmacy Data Transaction Service
- PMITS – Patient Movement Items Tracking System
- SCR – Software Change Request
- SIR – System Incident Report
- SNPMIS – Special Needs Program Management Information System
- SPAWAR – Space and Naval Warfare Systems Command
- SW – Software
- TEWLS – Theater Enterprise-Wide Logistics System
- TMA – TRICARE Management Activity
- TMIP – Theater Medical Information Program
- TOL – TRICARE Online
- TPOCS – Third Party Outpatient Collection System
- TRICARE – Tri-Service Health Care